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Helping Government Work

Dear Manatron Customer:

One of our goals at Manatron is to "delight" our customers with our products and services. We continually strive to obtain feedback from our customers through surveys, user-group meetings, and one-on-one sessions with our support staff and sales professionals. We use this feedback to improve our products and services. We value your business and recognize that without our strong customer base, there would be no Manatron.

At Manatron we review our expenses on a regular basis and constantly look for ways to be more efficient. This represents a balance of streamlining costs and making investments in people, training and technology. Our goal is to provide a strong support organization to protect your investment in our software for many years. I am pleased to report that for the third consecutive year, Manatron has invested over \$5 million into our new property tax, appraisal, recording and Internet products. We continue to make investments on your behalf, to build innovative property products for the next generation. This investment will ultimately allow you to be able to serve your constituents more efficiently than ever before.

To help us serve you better, we are asking that you review the attached maintenance and support standard order schedule to ensure that all of your computer hardware and software is properly listed. If changes are in order or if you prefer an alternate coverage date to coincide with your fiscal year for budgeting purposes, please notify Barbara Fitzgerald as soon as possible via phone (269-567-2900, ext 169) or fax (269-567-2930). This will help update our records so we can continue to provide you with optimum service. Cancellations require a 30-day written notification unless brokered through a third-party agreement.

Given the continued increase in the cost of personnel, insurance and other operating expenses, which I am sure you can relate to, we will be increasing, where appropriate, our maintenance and support rates by 5% as we indicated last year. Most likely there will be a similar increase in 2006 (a schedule similar to the enclosed will be sent to you in March 2005). We are providing you with this information now so you can plan your future budgets accordingly. The attached schedule reflects your new prices for your next invoice for 2005 support (this is NOT an invoice).

Thank you again for your continued business and support. At Manatron we take our mission of "helping government work" very seriously. Accordingly, we will continue to invest these support dollars on your behalf, in order to serve you even better. On behalf of all of us at Manatron, I wish you the best. We look forward to serving you for many years to come.

Sincerely,

Paul R. Sylvester
CEO/President

Enclosure